

What is claimed is:

1 1. A method of automated repair and control
2 operation, comprising steps of:
3 creating an RMA number after receiving an RMA
4 request form for returned product;
5 uploading RMA data of the returned product to a
6 database of a factory information system and
7 then verifying the RMA data;
8 checking whether claimed defects of the returned
9 product are accurate;
10 repairing the returned product according to the
11 claimed defects with correct checking thereof;
12 inspecting the returned product to ensure that the
13 repair step is complete; and
14 packaging and shipping the repaired returned
15 product.

1 2. The method as claimed in claim 1, wherein data
2 files of the returned product, comprising *.xls files,
3 are converted to readable files, comprising *.cvs,
4 compatible with an RMA system.

1 3. The method as claimed in claim 1, wherein RMA
2 data of the returned product comprises at least a
3 customer number.

1 4. A system of automated repair and control
2 operation, comprising:
3 a plurality of hierarchical interfaces, of which at
4 least one comprises a series of returned

5 product and at least one is functionally
6 capable of receiving each input returned
7 product.

1 5. The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise an RMA NO Generation
3 interface, creating an RMA number according to the
4 received returned product and adding, inquiring as to, or
5 editing RMA data returned product for requirements.

1 6. The system as claimed in claim 5, wherein the
2 hierarchical interfaces comprise an Upload interface,
3 uploading RMA data to the database and adding, inquiring
4 as to, or editing the RMA data for requirements.

1 7. The system as claimed in claim 6, wherein the
2 hierarchical interfaces comprise a Quality Control Data
3 Sorting interface, checking claimed defects of the
4 returned product and inquiring as to, or editing the RMA
5 data for requirements.

1 8. The system as claimed in claim 7, wherein the
2 hierarchical interfaces comprise a Repair interface,
3 recovering the claimed defects of the returned product
4 and inquiring as to or editing the RMA data if necessary.

1 9. The system as claimed in claim 8, wherein the
2 hierarchical interfaces comprise a Quality Control
3 Inspection interface, determining whether the claimed
4 defects is changed and inquiring as to or editing the RMA
5 data for requirements.

1 10. The system as claimed in claim 10, wherein the
2 hierarchical interfaces comprise a Package Order
3 interface, packaging the repaired returned product and
4 inquiring as to or editing the RMA data for requirements.

1 11. The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise a system setup
3 interface, creating suitable settings for the RMA data in
4 accordance with different processes.

1 12. The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise a Report interface,
3 outputting reports of the RMA data.

1 13. The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise at least a Main Menu
3 label and a Modify label, returning to the main interface
4 and modifying related data of the returned product,
5 separately.

1 14. The system as claimed in claim 4, wherein each
2 modifying section comprises a drop-down menu, displaying
3 all returned product.

1 15. The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise a damage condition
3 editing section, including all damage conditions for the
4 returned product.

1 16. The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise a plurality of drop-down

3 menus, displaying a plurality of RMA numbers, inquiring
4 repair conditions for the returned product.

1 17. The system as claimed in claim 4, wherein the
2 hierarchical interfaces comprise at least one date menu,
3 displaying all received RMA numbers within a period.

1 18. A system of automated repair and control
2 operation, comprising:

3 a database storage system; and

4 a plurality of hierarchical interfaces related to
5 returned product, directly or indirectly
6 communicating with the database storage system,
7 in which at least one interface comprises at
8 least a modifiable data input field, modifying
9 the returned product stored in the database
10 storage system.

1 19. The system as claimed in claim 18, wherein
2 customer numbers of the returned product are uploaded to
3 the database storage system.

1 20. The system as claimed in claim 18, wherein the
2 hierarchical interfaces comprise a Repair interface,
3 including repair information of the returned product,
4 entered in corresponding fields and then recorded in the
5 database storage system.